

WRTA is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints. You may also call us at 330-744-8431, visit our Customer Service Center at 604 Mahoning Ave, or contact us by email or U.S. postal mail at the addresses below. Please make sure to provide us with your contact information in order to receive a response. Western Reserve Transit Authority, Chief Dispatcher, 604 Mahoning Ave Youngstown, Ohio 44502, 330-744-8431, jcarlson@wrtaonline.com

SECTION I: TYPE OF COMMENT (Choose One)*

Compliment__	Suggestion__	Complaint__	Other:_____	ADA Related? Y / N
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SECTION II: CONTACT INFORMATION

Salutation [Mr./Mrs./Ms., etc.]:

Name:

Rider ID (if applicable):

Street Address:

City, State, Zip code:

Phone: _____ Email: _____

Accessible Format Requirements: Large Print__ TDD/Relay__ Audio Recording__ Other_____

SECTION III: COMMENT DETAILS

Transit Service (Choose One) [as applicable] [Bus/Subway/Paratransit]*

Date of Occurrence: _____ Time of Occurrence: _____

Name/ID of Employee(s) or Others Involved:

Vehicle ID/Route Name or Number:

Direction of Travel:

Location of Incident:

Mobility Aid Used (if any):

If above information is unknown, please provide other descriptive information to help identify the employee:

Description of Incident or Message [Text box on web form for narrative]:

SECTION IV: FOLLOW UP

May we contact you if we need more details or information? Yes No

What is the best way to reach you? (Choose One)* Phone Email Mail

If a phone call is preferred, what is the best day and time to reach you?

SECTION V: DESIRED RESPONSE (Choose One)*

-Email response -Telephone response -Response by U.S. Postal Mail